

### REMARKS

Reconsideration of this application is respectfully requested in view of the foregoing amendment and the following remarks.

Claims 1-25 are now pending in this application. Claims 1, 10, 11-15, 21, 22, 24, and 25 are presently amended. Claims 20 and 23 have been canceled.

In the Office Action dated June 10, 2003, the claims 1-4, 7-13, 16-19, 22, and 25 were rejected under 35 U.S.C. 102(b) as being anticipated by U.S. Patent No. 5,826, 270 to Rutkowski et al. ("Rutkowski"). Claims 5-7, and 14-15 were rejected under 35 U.S.C. 103(a) as being unpatentable over Rutkowski in view of U.S. Patent No. 5,696,906 to Peters et al. ("Peters"). Finally, claims 20-21 and 23-24 were rejected under 35 U.S.C. 103(a) as being unpatentable over Rutkowski in view of U.S. Patent No. 5,583,937 to Ullrich et al. ("Ullrich"). To the extent these grounds of rejection might still be applied to claims presently pending in this application, they are respectfully traversed.

Claims 1 and 11 have been amended to more clearly define the invention. For example, in amended claim 1, a system for transacting business comprises a computer accessible by a technician to initiate a communication with a company via a communication network when the technician receives a request from a customer for a transaction different from a problem received by a dispatch division. The company, in response to the communication from the technician, transmits account information related to the customer over the communication network and the technician uses the information related to the customer to generate a customer request and communicates the customer's request to the dispatch division using the communication network.

Furthermore, the computer recited of claim 1 includes an application that is running on the computer for providing a list of products, services or features that are available to the customer. Amended claim 11 recites similar features. The amendments to claims 1 and 11 have support in the specification at, for example, page 8, lines 1-9.

Rutkowski fails to teach or suggest all the elements as recited in amended claims 1 and 11. For example, Rutkowski does not teach or suggest an application that is running on a computer for providing a list of products, services or features that are available to the customer, as recited in claim 1. Accordingly, Applicants respectfully submit that claims 1 and 11 are not anticipated by Rutkowski under 35 U.S.C. 102(b) and are considered patentable over Rutkowski. Dependent claims 2-4, 7-10, 12-13, 16-19, 22, and 25 are also considered patentable at least due to their dependencies from patentable independent claims 1 and 11.

Peters describes a computerized system and method for storing data for telecommunication services, executing data functions on the data, generating reports from the data, and performing ancillary functions. See Peters, col. 2, lines 11-44. Peters, however, fails to disclose anything having to do with customer/technician interaction at the customer's location. Accordingly, it would not have been obvious to combine the electronic mail feature of Peters into the distributed database system of Rutkowski as Peters is actually related to a different concept. Furthermore, as independent claims 1 and 11 are patentable over Rutkowski, Applicants respectfully submit that dependent claims 5-7, and 14-15 should be patentable at least due to their dependencies from these patentable independent claims.

Ullrich describes a method for providing video programming in a nearly on-demand basis. As described in col. 5, lines 4-14, the menu displayed on a computer is in a television format that represents a programming schedule. This menu, however, is not a list of products, services or features that are available to the customer, as recited previously in claims 20-21 and 23-24, now combined into amended claims 1 and 11. Further, Ullrich mentions nothing about a technician initiating a communication with a company when the technician receives a request from a customer for a transaction different from a problem that caused the technician to visit the customer's location in the first place, as recited in claim 1. In view of the very different technical focus of Ullrich and Rutkowski, it would not have been obvious for one skilled in the art to combine these references to achieve the present invention. Accordingly, claims 1 and 11 are also patentable over Rutkowski in view of Ullrich. Furthermore, as claims 20-21 and 23-24 are canceled in this Amendment, the rejections of these claims are now moot.

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In view of the foregoing all of the claims in this case are believed to be in condition for allowance. Should the Examiner have any questions or determine that any further action is desirable to place this application in even better condition for issue, the Examiner is encouraged to telephone applicants' undersigned representative at the number listed below.

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Respectfully submitted,

GARY DENNIS, ET al.

Date: September 10, 2003

By:

  
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AB/CYM/dkp



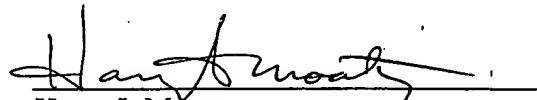
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**Expires: December 4, 2003**

  
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